

**Mayor and Council
Town of Middletown
19 W. Green Street, Middletown, DE 19709**

Job Title: RECEPTIONIST
Department: Billing

Reports To: Billing Manager
FLSA Status: Non-Exempt

Summary: Answers incoming telephone calls and directs callers to appropriate personnel, greets persons entering the establishment, and completes other clerical tasks by performing the following duties.

Essential Duties and Responsibilities:

Include the following. Other duties may be assigned.

1. Answers incoming calls and forwards calls to appropriate personnel or department.
2. Greets visitors and directs them to the appropriate department.
3. Maintains calendar for public meetings in computerized format on the network.
4. Responsible for scheduling conference room reservations and maintaining the calendar in computerized format on the network.
5. Updates internal telephone directory in computerized format on the network.
6. Hands out and receives employment application forms and maintains a log of applications received. Forwards applications to Human Resources daily.
7. Accepts, sorts, and distributes mail and other forms of express mail deliveries. Makes timely notification and/or delivery to appropriate personnel.
8. Checks every morning with each department supervisor to determine who is out for the day/week/etc. so calls can be directed to another individual.
9. Provides callers and visitors with directions and other information.
10. Performs other duties as may be assigned.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- Interpersonal Skills - Keeps emotions under control.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Teamwork – Exhibits objectivity and openness to others' views.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and diplomacy; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Supports organization's goals and values.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position
- Safety and Security – Observes safety and security procedures.
- Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

- High school diploma or general education degree (GED). One to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

- Knowledge of Microsoft Office software and Internet software.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear.
- The employee is occasionally required to stand and walk.
- The employee must occasionally lift and/or move up to 25 pounds.
- Vision abilities required include close vision, distance vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.